

## Upgrading the Natural Gas Delivery System in Your Neighborhood *Frequently Asked Questions*

*Eversource is committed to delivering safe, reliable energy to you and the communities we serve. We are always working to serve you better and are modernizing the natural gas distribution system in your neighborhood. As part of the project, we're strengthening the connection to your property and relocating each gas meter outside to enhance safety, reliability and convenience.*

*Living in a construction area can be challenging and Eversource is committed to being a good neighbor in order to minimize any disruption. We've developed these questions and answers, so you know what to expect as we complete this important project. We thank you in advance for your patience and understanding.*

### **What can I expect?**

During construction, you can expect the following in your neighborhood:

- All Eversource employees and contractors working on the project carry ID badges. We encourage you to ask them for identification before you provide them — or anyone — access to your home.
- Underground utility lines are marked using a color coding system with colored flags and/or paint. Yellow = natural gas; red = electric; blue = water; orange = communications; and green = sewer and drain lines
- We will be digging trenches and/or holes in streets, sidewalks and parkways so new plastic or steel pipe can be installed
- Moving gas meters, regulators and shut-off valves from inside homes and businesses to outside
- Installing a service "riser." The riser is a reinforced pipe that protects the gas service line as it transitions from below ground to above ground
- Installing service pipes from the new gas main in the street to homes and businesses
- Testing to ensure the new pipe system is operating correctly
- Transferring service from old pipe to new pipe

During work on side streets, there may be "No Parking" signs posted during assigned work hours. Every night, trenches and holes will be covered or

filled and most construction equipment will be moved off site. As the project progresses, temporary repairs to streets, sidewalks and parkways will be made until full service is transferred to the new pipeline and permanent restorations are complete.

### **What hours will Eversource be working?**

Construction activities typically occurs Monday through Friday, between 7:30 a.m. to 4:30 p.m. Our work is weather dependent, so in certain instances an occasional Saturday (pending municipal approval) may be needed to keep the project on schedule.



### **Will you need to come inside my home or business?**

Yes. To upgrade our delivery system and ensure the reliable natural gas service you've come to depend on, our crews need to perform work both outside and inside your home or business.

- If your gas meter is indoors, we'll need to relocate it outdoors. To work with you to choose a safe, appropriate outdoor location, we'll schedule a 15- to 20-minute appointment to look at your existing meter and discuss options.
- The transfer of service to the new pipe means every customer will experience a temporary disruption in service. We'll schedule an appointment to come inside and re-light all of your natural gas equipment once this work is complete.

### ***Will I know when you are coming to my property?***

Yes, we want you to be able to plan ahead, so you will receive a letter, phone call or door hanger, before any work or gas interruptions take place on your property.



### ***Will I need to be home during my scheduled appointment?***

Someone 18 years or older must be present to grant us access inside your home or business. The sooner we get in, the sooner your service will be restored and work crews will be out of your neighborhood.

### ***Why is Eversource moving the gas meter outside?***

The new outside gas metering equipment is compatible with the upgraded main and service lines installed. An outside meter gives Eversource first responders quicker access in the unlikely event of a gas emergency. Outside meters also enhance safety and convenience, this way Eversource can complete required inspections that keep you safe and ensure bill accuracy without entering your property.

### ***Will I be able to suggest to your crews where I'd like the meter located outside?***

Safety is the most important factor in choosing the best location, and we'll work with you to select an appropriate spot that protects you and your family while keeping your gas service working properly.

### ***If the meter is outside, does it require any special maintenance?***

Outside gas meters are designed to withstand winter weather conditions. It is important to note that excessive snow accumulation and ice buildup could affect the performance of your heating system. Outdoor vent openings and air intakes should remain clear to avoid an appliance malfunction or interruption to your gas service. In the winter, snow and ice should be gently removed using a broom, brush or by hand; never use a shovel, sharp object or kick the gas meter to dislodge the ice and snow.

### ***My gas meter is located indoors. Is there anything I should do before your crews arrive?***

We'll need full access to the meter, so remove any cabinets, dry wall or anything that could impede or block access to the meter. To keep our employees safe please secure any pets. We also ask that you inform our employees and contractors about any unsafe conditions or hazards, such as a broken stairway or a loose railing, prior to their entry into the premise.

### ***How long will my service be off while you're switching service to the new pipe?***

Our priority is to keep disruptions to a minimum and, in most cases, service is restored within four hours. You'll have advance notice of the disruption in service because we'll schedule an appointment to re-light your appliances. If we expect the move would require more time, we'll factor that into your appointment so you'll know in advance. Also, if we find an unsafe condition with an appliance or with customer-owned gas piping, gas service to the appliance or to the building may not be restored until the repairs have been made.

### ***Will my landscaping be restored?***

Yes. Eversource provides restoration at no expense to you. Restoration includes bringing the area back to its pre-work condition by loaming and seeding the impacted areas.

### ***How quickly is restoration completed?***

In large part that's up to you and your neighbors since it depends on how quickly we can get every customer along your street scheduled for service. The actual restoration work generally only takes a few days, but work can't begin until all services on the block have been transferred.

### ***What should I do if my sewer is clogged or backed up after you are done?***

While every effort is made to avoid other underground facilities, there are instances in

which a natural gas line can intersect with a sewer line. If, after our mains or services have been installed, you find that your sewer line is clogged or backed up, please call Eversource at 800-592-2000 before anyone attempts to clear it. We will send a service technician to determine whether any potential conflict exists between the company's natural gas pipes and your sewer line.

### ***How can I verify that a person seeking access to my home or business is an employee or contractor working for Eversource?***

All Eversource employees, contractors and field representatives carry identification that you can ask to see at any time.

## **Important Safety Information – Know the Smell of Natural Gas**

We're always working to serve you better and these upgrades in your neighborhood will make the gas delivery system and its connection to your property safer and stronger. At Eversource, safety is our priority and this project is no exception. Because natural gas is non-toxic, colorless, tasteless and odorless, we add a distinctive, pungent odor similar to rotten eggs, so you can recognize it easily and know if natural gas is escaping.

### **If you smell natural gas inside your home:**

**LEAVE** the building immediately and call 9-1-1 or Eversource at 800-592-2000.

**DO NOT** smoke, operate any electrical switches or appliances, (including both cell phones and land lines) where you sense the leak. These items may produce a spark that could ignite the gas and cause an explosion.

**DO NOT** assume someone else will report the condition.

**PROVIDE** the exact location, including cross streets.

**LET US KNOW** if digging activities are going on in the area.

### **A gas leak or damaged pipeline is indicated by the following:**

- A strong odor
- A blowing or hissing sound from underground natural gas facilities or pipes
- Dirt blowing into the air or water bubbling
- Grass, plants or bushes turning brown over natural gas facilities
- Fire coming out of the ground

If you observe any of these conditions, immediately call Eversource Gas Emergency at 800-592-2000 or 9-1-1 from another location.